



EkoCare NURSE CALL SOLUTION

CONNECTING CARE, ENHANCING SAFETY

Emergency Help at Your Fingertips, Anywhere, Anytime.

In a care environment, whether it's a hospital, hospice, care home, nursing home, mental health facility or rehabilitation clinic, it is important that residents or patients are able to call for help at any time, and for that help to reach them quickly - whether it is late at night with reduced staffing levels or an unusually busy period. In many circumstances patients or residents are mobile, and need to be able to call for help wherever they are and even if they are unable to reach an alarm panel.

Multitone's nurse call solution meets these needs by providing both wall-mounted nurse call buttons and pocket-sized personal alarm fobs, meaning that help can be summoned from anywhere. To ensure help arrives quickly, it's important that staff know where it was raised, so an auto-location system forwards this, along with device details and alarm type, to designated responders automatically; even if it's a mobile alarm.

Staff are equipped with alarm pagers (Messengers) with their own assistance request and emergency alarm buttons too, to protect themselves and those under their care. In addition to being a comprehensive, hi-tech system for improving safety and standards of care, Multitone's nurse call solution is cost-effective too; It's fully wireless and simple to install.

Benefits at a Glance:

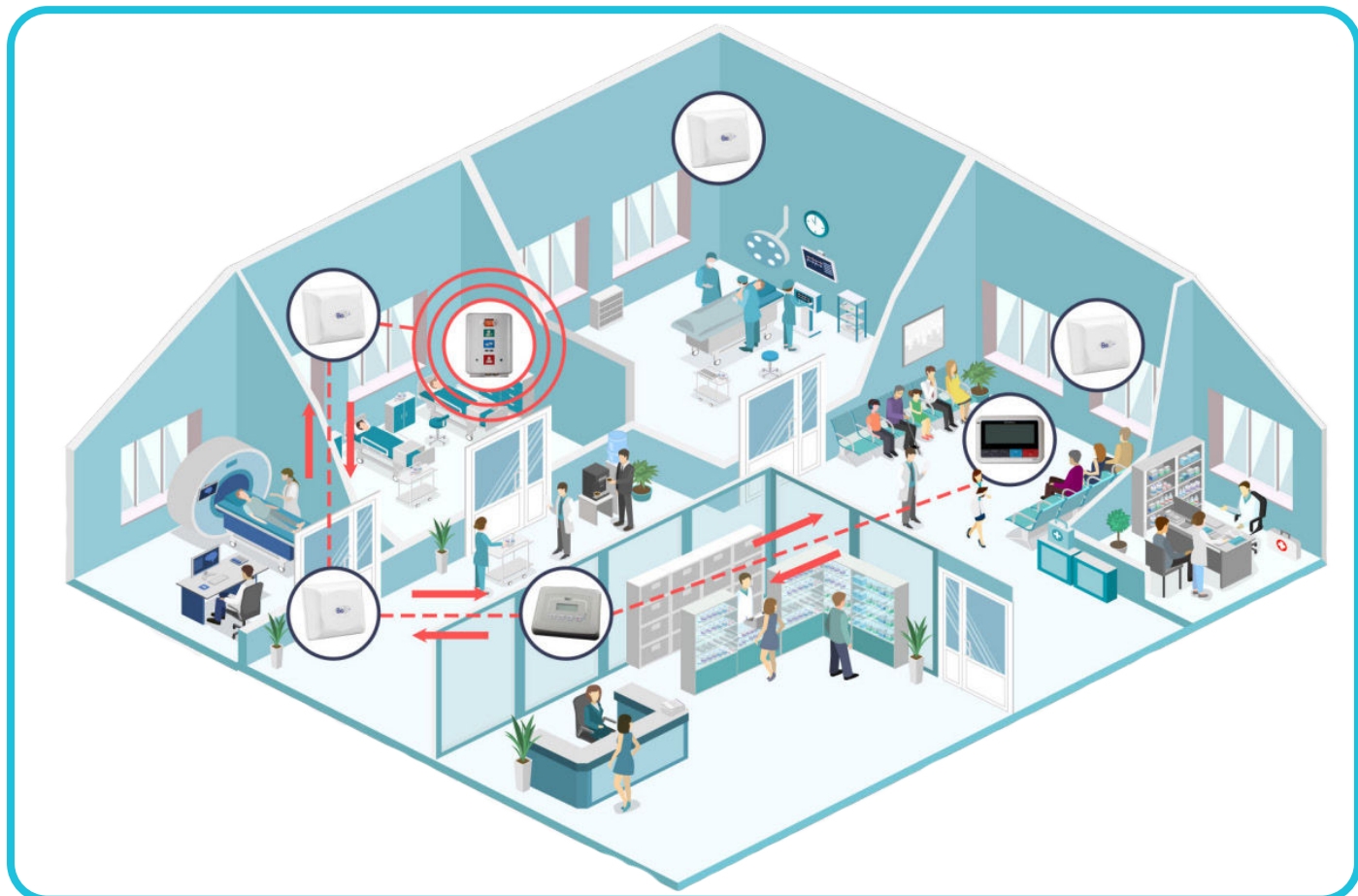
- Easy to install.
- Cost-effective.
- Simple to use.
- Combines fixed and mobile alarms.
- Improves safety and gives peace of mind for staff and patients/residents.
- Can be scaled to accommodate facilities of any size.
- Mesh network ensures reliable alarm transmission.
- Units are designed for care environments and easy to clean – all portable units are antimicrobial and IP67 rated.



Key Features of the Multitone Nurse Call Solution:

- Battery-powered location sensors/signal repeaters and wall mounted nurse call panels means rewiring is not required to install the system.
- Provides alarm location for both fixed and portable alarm units.
- Alarm units include separate buttons for assistance calls and emergency alarms.
- Features automatic alarm escalation should the initial designated responders fail to acknowledge the alarm.
- Features a variety of alarm units, including personal alarm and pull-cord units for bathrooms fobs, Messengers for staff, wall-mounted nurse call panels.
- User groups are fully configurable, allowing segmentation by job role, working area etc.
- Portable units can be configured with automatic fall-detection and dead-man alarms requiring user acknowledgement.
- Optional EkoMS management software provides additional functionality to the system, including detailed reporting and options for live alarm boards and mapping.
- Units send low battery alerts automatically to ensure constant operation. Batteries last up to 2 years.
- Radio-based mesh network ensures alarm transmission, even if an individual repeater unit fails.

EkoCare ALARM PROCESS



THE TECHNOLOGY

Introducing The EkoCare System

The EkoCare nurse call system combines fixed and portable units with assistance and emergency buttons, all connected by Multitone's EkoTek technology. A series of signal repeaters, which may be either mains-wired or battery-powered, are stationed around the facility. When an alarm is triggered, the nearest repeater, which is named for the relevant room or area, picks up this alarm and reports it, along with its location, via the repeater mesh network to the EkoTek hub, which controls the whole system.

The alarm type, location and device ID is then forwarded on to the relevant preconfigured group of Messengers, carried by carers or clinical staff. They can press a button to acknowledge the alarm and are able to raise alarms of their own. If the alarm is not acknowledged, it will be escalated further. These Messengers can also receive messages and updates from the system administrator. With the addition of EkoMS, alarm information can also be relayed to live alarm boards or even annotated maps of the facility.

The EkoCare system supports the delivery of high-quality care, promotes service user independence and aids in the fulfilment of CQC standards.



EkoCare COMPONENTS

EkoTek Hub

The hub is the system's central control unit, displaying alarm messages, identifying users, their location and if needed sending messages to devices. Device management, history and configuration is also controlled through the hub via a PC interface and web browser. A variety of hub versions are available. For more information, contact the Multitone sales team.



EkoTek Repeaters

The mesh network repeaters provide the overall network coverage and enable alarm location to be reported. For easy installation, the repeater is battery-powered, offering up to 2 years' operation; alternatively, a mains-powered option is available. Also available as a call-point repeater with an alarm button (pictured on the right).



EkoTek Alarm Fob

The rechargeable portable alarm fob allows an assistance request or emergency alarm to be raised either through the user pressing a button (blue for assistance, red for emergency), or automatically through the dead-man (acknowledged with the grey button) or man-down features. Accurate location information is obtained from the repeater network and relayed to teams for immediate assistance. The unit has an IP67 dust and water resistance rating and is made with antimicrobial materials.



EkoTek Rechargeable Messenger

The rechargeable Messenger is a multi-functional device, capable of both displaying messages and generating an assistance or emergency alarm. Its multi-colour display shows alarms from other Messengers and call fobs (lighting up blue for assistance, red for emergency), and allows the user to accept the alarm and signal back to confirm that assistance is on its way. Users can also receive messages sent from the hub administrator. The unit is IP67 rated and made with antimicrobial materials.



EkoCare COMPONENTS

EkoTek Multi-functional Messenger

This variant of the rechargeable Messenger is a multi-functional device, capable of both displaying messages and generating an emergency alarm with a single alarm button. Its multi-colour display shows alarms from other Messengers and call fobs (lighting up blue for assistance, red for emergency), and allows the user to accept the alarm and signal back to confirm that assistance is on its way. Users can also receive messages sent from the hub administrator. The unit is IP67 rated and made with antimicrobial materials.



EkoTek Charging Units

We offer both individual and bulk-charging units for our alarm fobs and Messengers. Individual desk chargers allow users to charge their device at their desk so they can do so while still being able to view messages and receive alarms.



EkoTek Wall Mounted Unit

Wall-mounted within reach of the resident's bed, the unit allows an emergency alarm or assistance request to be raised which, like those from portable units, is wirelessly delivered to staff Messengers via the hub. It can also be linked to an over-door alarm to draw attention to the resident's room. The green button allows members of staff to signal their attendance. The unit may be battery or mains-powered and can be connected to a wired assistance button to enable bed-bound residents to call for help easily. Made with antimicrobial materials.



EkoTek Bed Alarm

This hand-held button is connected via a cord to the EkoCare bed unit, allowing residents to quickly call for assistance when required even if they are immobile.



EkoCare COMPONENTS

EkoTek Ceiling Mounted Pull-cord

This ceiling-mounted pull-cord unit is intended for use in bathrooms, ensuring help is always within reach.



EkoTek Over Door Alarm

Upon raising a patient call from a bed unit or hand-held bed button, the nearest overdoor alarm will illuminate with a simultaneous tone for alerting staff.



EkoTek Repeater Vandal Resistant Enclosure

Vandal resistant enclosure for EkoTek Repeaters which protect the unit from deliberate and accidental damage.



EkoTek Call Point Vandal Resistant Enclosure

Anti-Vandal enclosure for EkoTek Call Point Repeaters. Protects unit from deliberate and accidental damage whilst allowing operation of the alarm button.



EkoCare COMPONENTS

EkoTek Ligature Resistant Repeater

Ligature resistant version of the EkoTek network repeater. Ideal for mental health facilities, rehabilitation clinics and prisons



EkoTek Ligature Resistant Call Point

Ligature resistant version of the EkoTek call-point network repeater. Ideal for mental health facilities, rehabilitation clinics and prisons.



EkoTek Ingress Protected Repeater

The EkoTek Ingress Protected Repeater is designed to operate outdoors and in humid indoor environments, such as spas or greenhouses.



EkoMS

Multitone's EkoMS management software works in conjunction with the EkoCare nurse call system. It collects all system events and notification information from the EkoCare system and displays this information in a clear, easily accessible format. It allows for centralised monitoring and management of your system in real-time, simplifies administration tasks and provides detailed reports to help you understand how your processes are working, identify areas for improvement and demonstrate compliance with CQC standards.

Although EkoMS is not required for a fully functional nurse call alarm system, purchasing EkoCare with EkoMS significantly enhances your ability to manage the system, as well as providing powerful on-screen visual aids which can help staff respond to alarms in a timely fashion.

Key Features of EkoMS

- Dashboard
- Map boards
- Live alarm boards
- EkoMS notifications desktop application
- Network configuration
- User administration
- Device management
- Activity logs
- Custom reports
- Customisable menus
- Automatic data backups





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